

1 **In the Claims:**

2 Claims 1-27 are pending before entry of the revisions indicated below.

3

4 Claims 8, 10-15, and 22-24 are cancelled herein without waiver, prejudice,
or disclaimer.

5

6 Claims 28-66 have been withdrawn as drawn to non-elected subject matter.

7 Claims 1-27 are listed below, with revisions shown in redline:

1 1. (Currently Amended) A computer implemented method of
2 providing personal services over a computer network to members of at least
3 one of a plurality of predefined groups, the method comprising:

4 receiving a service request from a user who is a member of one of the
5 groups;

6 determining a user type associated with the service request;

7 providing a menu of service request options corresponding to the
8 determined user type;

9 receiving a selection of one of the service request options from the
10 user;

11 enabling determining a service response to the service request to be
12 determined based on information related to the service request option selected
13 by the user;

14 enabling providing personal services to be provided to the user in
15 accordance with the selected service request option and the determined
16 service response;

17 recording interactions while providing the selection;

18 inserting at least one reminder related to the personal services into an
19 electronic calendar associated with the user; and

20 presenting statistical information related to the interactions to an
21 administrator associated with the one group of which the user is a member.

1 **2.** (Currently Amended) The computer implemented method
2 according to claim 1, wherein the personal services comprise healthcare
3 related services, wherein the groups are respective employers, wherein the
4 user is an employee of one of the employers and is receiving the healthcare
5 related services; and

6 further comprising enabling deliverying of at least one healthcare-
7 related recommendation to the user, wherein the communication is defined
8 based on rules applicable to the interactions.

9
10 **3.** (Currently Amended) The computer implemented method
11 according to claim 21, wherein the user type comprises one of a
12 member/employee, a service provider, an administrator, and a research
13 service,and a service partner.

14
15 **4.** (Original) The computer implemented method according to
16 claim 3, wherein if the user type is member/employee, the menu of service
17 option requests comprises view services available, news, communication,
18 update/create user profile, schedule appointment, immediate consultation,
19 perform transaction, check status, provide feedback/comments.

20
21 **5.** (Original) The computer implemented method according to
22 claim 3, wherein if the user type is service provider the menu of service
23 request options comprises news, knowledge base, administration, feedback
24 query, and communication.

1 6. (Previously Presented) The computer implemented method
2 according to claim 3, wherein if the user type is administrator, the menu of
3 service request options comprises news, initiate query, communications, and
4 help request.

5

6 7. (Original) The computer implemented method according to
7 claim 3, wherein if the user type is research services the service request
8 options comprise news, accessible databases, and queries.

9

10 8. (Cancel).

11

12 9. (Currently Amended) The computer implemented method
13 according to claim 3, wherein recording interactions includes storing
14 information regarding type of service provided, user requesting service,
15 service provider information and recommendations, frequency of service
16 provided by user and/or service provider, ~~outcome information~~, feedback
17 from user, and performance-metrics.

18

19 10. (Cancel).

20

21 11. (Cancel).

22

23 12. (Cancel).

24

25 13. (Cancel).

1
2 **14.** (Cancel).

3
4 **15.** (Cancel).

5
6 **16.** (Currently Amended) The computer implemented method
7 according to claim 2, ~~wherein the~~further comprising enabling a service
8 response ~~is~~to be determined based on information related to a medical
9 history of the patientuser.

10
11 **17.** (Currently Amended) The computer implemented method
12 according to claim 2, wherein the service response is determined based on
13 information related to a work schedule of the patientuser.

14
15
16 **18.** (Currently Amended) The computer implemented method
17 according to claim 2, further comprising enabling a ~~wherein the~~ service
18 response ~~is~~to be determined based on information related to an estimated
19 condition of the patientuser.

1 19. (Currently Amended) A computer readable data storage medium
2 having program code recorded thereon for providing personal services over a
3 computer network to members of at least one of a plurality of predefined
4 groups, the program code comprising:

5 a first program code that receives a service request from a user who is
6 a member of one of the groups and determines a user type associated with the
7 service request;

8 a second program that provides a menu of service request options
9 based on determined user type;

10 a third program code that receives a selection of one of the service
11 request options from the user;

12 a fourth program code that enables determinations of a service
13 response to the service request based on information relatedthe service
14 request option selected by to the user;

15 a fifth program code that provides enables personal services to be
16 provided in accordance with the selected service request option and the
17 determined service response;

18 a sixth program code that records interactions while providing the
19 selected service request options;

20 a seventh program code that inserts at least one reminder related to the
21 personal services into an electronic calendar associated with the user; and

22 an seventh eighth program code that presents statistical information
23 related to the interactions to an administrator associated with the one group
24 of which the user is a member.

1 **20.** (Currently Amended) A system for providing personal services
2 over a computer network to members of at least one of a plurality of
3 predefined groups, the system comprising:

4 a user interface unit for receiving a service request from a user who is
5 a member of one of the groups and determining a user type associated with
6 the service request;

7 a server unit that provides a menu of service request options based on
8 the user type and receives a user selected service request option through the
9 user interface unit, the server unit determining a service response to the
10 service request based on information related to the user, and—providing
11 personal services to the user in accordance with the selected service request
12 option and the determined service response, and inserting at least one
13 reminder related to the personal services into an electronic calendar
14 associated with the user; and

15 a data storage unit that records interactions while providing the
16 selected service request option and that presents statistical information
17 related to the interactions to an administrator associated with the one group.

18
19 **21.** (Currently Amended) The system according to claim 20, wherein
20 the interactions recorded in the data storage unit includes storing information
21 regarding type of service provided, user requesting service provider
22 information and recommendations, frequency of service provided by user
23 and/or service provider, ~~outcome information~~, feedback from user, and
24 performance metrics.

1 **22.** (Cancel).

2
3 **23.** (Cancel).

4
5 **24.** (Cancel).

6
7 **25.** (Currently Amended) The system according[[,]] to claim 20,
8 wherein the server unit enables determines the service response to be
9 determined based on a prior history of the user.

10
11 **26.** (Original) The system according to claim 20, wherein the server
12 unit determines the service response based on information related to a work
13 schedule of the user.

14
15 **27.** (Currently Amended) The system according to claim 20, wherein
16 the server unit enables determines the service response to be determined
17 based on information related to an estimated condition of the user.

18
19 **28. – 66.** (Withdrawn).